

PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	October 1 st , 2025
	Purpose:	Alignment of all providers demographic information matches the AHCA Provider Master List (PML) to prevent claim rejections and maintain compliance
	Subject:	Provider Demographic Information and AHCA Provider Master List (PML) Accuracy
	Products:	MMA, LTC, FHK
	From:	Provider Relations

Aetna Better Health® of Florida Provider Demographic Information and Maintenance

Attention: All Participating Providers

To ensure accuracy in claims processing and compliance with the AHCA requirements, all providers including rendering and servicing providers and groups are reminded that demographic information must match and align to the AHCA Provider Master List (PML).

This includes, but is not limited to:

- Medicaid ID
- National Provider Identifier (NPI)
- Tax Identification Number (TIN)
- Provider Name
- Service Address
- Specialty
 - For providers with more than one specialty, all specialties must be included in the PML. Only the specialties listed will be loaded in the provider record.
- Taxonomy
 - Taxonomy for Referring or Attending Provider NPI's must match the PML when those provider types are included on the claim submission. Please follow the taxonomy billing guidelines outlined in:
 - www.wpc-edi.com when submitting EDI 837I/837P Claims
 - www.nucc.org when submitting Professional CMS-1500 Claim Forms
 - www.nubc.org when submitting Institutional UB-04 Claim Forms

Why this is important

Maintaining accurate and consistent provider information across all systems is critical to avoid:

- Claim rejections or denials
- Delays in claim payment
- Issues with provider credentialing, revalidation, or compliance audits

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Action Required

- Review your provider record on the PML to confirm that all demographic information is accurate and current
- Update any discrepancies directly with AHCA and notify Aetna Better Health of Florida of changes to ensure alignment.
- Providers may access the PML at [Registration | Florida Medicaid Web Portal](#)

Thank you for your continued participation in the Aetna Better Health of Florida network. Please contact our Provider Services line should you have any questions at:

Phone: MMA: [1-800-441-5501](tel:1-800-441-5501) (TTY: [711](tel:711))

LTC: [1-844-645-7371](tel:1-844-645-7371) (TTY: [711](tel:711))

FHK: [1-844-528-5815](tel:1-844-528-5815) (TTY: [711](tel:711))

Email: FLMedicaidProviderRelations@aetna.com

Thank you,

Aetna Better Health of Florida

www.aetnabetterhealth.com/florida

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